

Charlotte Gardens / John Street, Aberdeen.	KEY for tenants:
16 July 2026	HO's = Housing Officer(s) job share PO = Property Officer GA = General Assistant TPO = Tenant Participation Officer CSM = Customer Service Manager HM = Housing Manager DoH = Director of Housing DoP = Director of Property PM = Property Manager DLO = Direct Labour Organisation DLOS = Direct Labour Organisation Team Leader
Staff attended: 4 Tenants attended: 2	

LOCATIONS	ISSUES	ACTION BEING TAKEN	STATUS	STAFF & DATE(S)	NOTES
GARDEN CONDITION / GRASSED / OPEN AREAS / FOOTPATHS	Dog fouling on scheme. One area of particular concern was the entry area outside block 90A-90G John Street.	Staff have been working with tenants to tackle this issue. Actions on this problem include increasing the number of dog waste bins erected across the scheme.	Ongoing	HO's responsible. No completion date available due to the nature of this issue.	Staff arranged that the area outside John Street was power washed and chuckies to be added to the garden area. This has improved the appearance of the area; however, the odour persists at times when tenants allow their dogs to urinate in the area.
	Gardening and weeding across scheme.	New Gardening contractor started in June, and so tenants will hopefully see an improvement.	Ongoing	HO's responsible for monitoring. No completion date available due to the nature of this issue.	Nurture Landscapes Ltd are new gardening contractor.
	Reports of rats in the bushes near the entrance to the scheme	Report received w/c 23 February showing no rats.	Complete	Presly Pest Control complete assessments monthly.	Although a good report from Presly, we will monitor the situation and ask tenants to report any sightings of rats to the Association.
	Tree in car park to be looked at during next EA inspection – might be best to remove for safety purposes.		Complete		
	General appearance of pavements and scheme. Tenants have suggested power washing to be completed.	Staff arranged for the pavements to be power washed.	Complete		
	Broken section of path at side of block 53-60. Looks as if it's been dug up.	This repair will be completed by our DLO.	Pending	DLO. No completion date available.	

	ISSUES	STATUS	STATUS	STAFF & DATE(S)	NOTES
CLEANING	Tenants happy with cleaning however deep cleans are required in various blocks.	We will request deep cleans when tenants report a need for one.	Ongoing	HO will monitor and contractors are responsible for deep cleans as required.	HO fully aware of this ongoing issue and reasons behind many of the incidents and is working with tenants improve the situation.

	ISSUES	ACTION TAKEN / AGREED	STATUS	STAFF & DATE(S)	NOTES
EXTERNAL BUILDING CONDITION including GUTTERING	Guttering is leaking on Charlotte Street side of block 61-89.		Complete		
	Weeds growing from guttering on Charlotte Street side of properties.	Staff raised request for cleaning	Pending	PO responsible and will monitor.	This has been on hold due to nesting gulls on the roof. They are a protected species, so their nests cannot be disturbed.
	Wood broken underneath the underpass leading from the front car park to rear car park near block 26-32.		Complete		

	ISSUES	ACTION TAKEN / AGREED	STATUS	STAFF & DATE(S)	NOTES
REPAIRS: INCLUDING FENCING & GATES	Bin store near block 69-89 needs slats on door replacing.		Complete		
	Metal trellis in grassed area at back of block 39-44 needs to be removed and replaced.	Association DLO staff removed the trellis.	Complete		DLO removed with no plans to replace.
	Fencing around drying area outside blocks 1-60 is rotten and was then damaged and blown over in storms in 2023.		Complete		Residents have requested that fencing not replaced to avoid people loitering.
	Fencing outside of rear of John Street block – was this meant to be replaced or repaired?	Property team checked the work order.	Complete	TPO responsible for relaying info to tenant who raised question.	Outcome is that the repair request was for fitting additional posts and not replacement posts. Tenant informed.

	ISSUES	ACTION TAKEN / AGREED	STATUS	STAFF & DATE(S)	NOTES
TRIPPING HAZARDS PAVING ETC	Grid outside block 69-89 has been turned upside down and is now a trip hazard.		Complete		

	ISSUES	ACTION TAKEN / AGREED	STATUS	STAFF & DATE(S)	NOTES
ELEC / GAS / BT: ETC MANHOLES / STREET LIGHTING	Lighting to be installed in the walkway between John Street and Charlotte Gardens.		Complete		Included to highlight tenants are happy with this.

	No light under the underpass at beside block 39-44.	Light fitted	Complete		
	Lights not working underneath the underpass leading from the front car park to rear car park near block 26-32.		Complete		

	ISSUES	ACTION TAKEN / AGREED	STATUS	STAFF & DATE(S)	NOTES
VANDALISM / GRAFFITI (offensive / non-offensive)	CCTV signage on John Street side of scheme has been vandalised with spray paint.	Signage will be replaced along with more signage planned for doors and walls around scheme to increase awareness of the recently installed CCTV.	Complete		
	Graffiti is on the windows and one balcony on the Charlotte Street side of scheme outside block 69-89.	To be cleaned off.	Complete		

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CAR PARKING AREAS including UNTAXED / ABANDONED	Wall in front car park is damaged.		Complete		
	There is a boarded up window at the back of the underground car park beside block 69-89		Complete		
	Car park gate lock is broken on occasion.		Complete		Residents are very good at reporting this so repairs can be completed. Housing & Property staff are aware of this recurring issue.
	Tenants have requested pot holes in back car park are repaired.		Complete		
	Tenants requested white lines painted in front car park as people are parking in more than one space.		Complete		Completed by DLO
	Damaged and possibly abandoned car in underpass.		Complete		

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BIN STORES / RUBBISH / FLY TIPPING & LITTER	Bin store near block 69-89 needs slats on door replacing.		Complete		
	Fly-tipping of large items such as flooring, sofa's, and toilets.	HO's complete regular checks and are able to deal with this issue quickly. Regular scheme	Ongoing	HO's & GA's responsible. No completion date	Tenants happy with action being taken by staff.

		clearances are completed by our GA's.		due to nature of issue.	
	Tenants have requested more bins at back of John Street block.	Staff advised that tenants could get in touch with Aberdeen City Council to request additional bins.	Pending	HO's will monitor use of bins. No completion date.	HO's can also request additional bins and will be in touch with the council.
	Overflowing poo waste bins at garden area behind block 33-38.	DLO will be asked to empty bins as new gardening contractors have not got to this yet.	Pending	HO to monitor.	

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MISCELLANEOUS	Front door on block 69-89 was considered for replacement to tackle issue of it constantly being forced.	Staff and tenants discussed during early walkabouts. It was the decision that the door will not be replaced and that the installation of CCTV and gate at John Street are having a positive effect on this block.	Complete		Residents keep staff updated on any repairs needed.
	Tackling people walking through the scheme to access flats and Charlotte Street	Installation of a gate on John Street.	Complete		This is a locked gate, and the decision has been made that it will not be fob access.
	Drug dealing in underpass in rear car park along with main throughfare on scheme.	Staff aware and will continue to work with Police to tackle the problem.	Ongoing	HO's to monitor. No completion date due to nature of issue.	Not a quick or easy issue to deal with, however if any tenant witnesses any drug dealing, please contact Police on 101 to report this activity.
	Tenant question: Has the service button been changed from 12 o'clock to 2pm?		Complete		Answer sent to tenant.
	Idea from tenant about the intercom function for blocks that suffer a lot of loitering from non-tenants. Could we investigate a system which is monitored and manned 24/7 so that only authorised people i.e., tenants, legitimate visitors, postman and Association staff can gain access.	This added to action plan for management consideration.	Complete		Explained that this may not be possible however tenant is trying to work with us to find solutions to the problem therefore idea noted and taken back to Association for consideration.
	Bird feeders need removing at the grassed area behind blocks 39-44.	Bird feeders are to stay in place as tenants responded to letters to say they are in use.	Complete		
	Community Garden – what help can we provide the three involved tenants who are interested in working with the Association. CSM happy to help tenants with this and will be taking it to DH.		Complete		Tenants and staff attended to discuss on 17 May 2023. Tenants decided to leave it for now. This action can be revisited at another date.

					Tenants were happy with outcome.
	Tenant requested for erection of bat boxes.	TPO liaised with DP to see if this can be allowed.	Complete		DP states that under the correct conditions boxes can be erected. However, once occupied they can only be opened/moved or handled by licenced bat workers. If interested tenant wants to move this forward he needs to contact the Association to discuss.
	Check with DP about the impact of the development behind the grass area. Tenants reporting that there are holes where people and their dogs are getting through. Possibly homeless who are sleeping there. Rubble is becoming a hazard when dogs, children and adults are walking along side of block 33-36.	TPO liaised with DP about this issue.	Complete – boards have been erected to block access.		DoP provided update about site and location of information on Aberdeen City Council (ACC) website (see below). Regarding the rubble – PO will take pictures on next visit so DP can assess what measures Langstane can take to try and make the boundary line less hazardous. ACC weblink is: 230514/DPP Erection of student accommodation (circa 383 beds) with associated infrastructure and landscaping 92-126 John Street City Centre Aberdeen AB25 1LE (aberdeencity.gov.uk)
	Handrail outside of 61 wobbles and needs tightening. EA aware and agreed it looks as though it needs to be tightened.		Complete		
	Tenants would like to request that gates are fitted beside block 33-36 to stop people walking through and letting their dogs run around.	This request was discussed with the HO who explained the cost and reasons required for authorisation of this level of work.	Complete		Tenants happy with explanation and happy for this to just stay on the action plan for information purposes only.
	Tenant enquiry about communal lights in blocks – are there any plans to change from Halogen bulbs to motion sensor lighting with		Complete		Something the Property Team are working towards in many schemes.

	LED lights. This would apparently avoid charges when tenants will not switch out the lights, therefore creating large electricity costs.				
	Tenant was enquiring why there are no 'Fire Exit' lit signs at the doors. Heard from the fire service that this is good practice.		Complete		
	Query about dates for bathroom replacements in block 69-89.		Complete		Individual tenant updated by TPO
	Request for yellow lines to be added to bin area steps as they are difficult to see in the dark and a trip hazard.		Complete		DLO completed the second request.
	Tenant has requested lighting at the back of scheme.	Property and Housing team aware of this. HO discussed with tenant during 2024 walkabout.	Ongoing discussion about lighting		
	Tenant requested hand rails at three points in the scheme. Near store cupboard at back of block 39-44.	Referral completed on LHA's website as a minor adaptation – referral made by TPO on behalf of tenant.	Pending	Property Team responsible. Completion date to be confirmed.	This is to help those who struggle with the stairs and who have in the past stumbled and potentially fallen.
	Some blocks have boarded windows and parts of communal doors. There is also a boarded window within the underpass.	HO's & PO aware and are dealing with these in partnership with the tenants.	Pending	HO's & PO responsible. No completion dates available.	
	Tenant raised safety issues on scheme.	HO has spoken to tenant regarding on an individual basis.	Complete		The safety & security of the scheme is a major priority for the housing team. HO is working with tenants to resolve the issue.
	CCTV requested for front car park and in back garden area at side of block 33-38.	CCTV installation is complete with 11 cameras in total across the scheme.	Complete		
	Request for a bench in the communal garden at back of blocks 33-38 & 39-44.	Request with HO and will be progressed when next budget available.	Pending		Tenant who made request has been informed of progress of this action.

Next steps: We will continue to visit the scheme on a regular basis to work with tenants on the on-going issues. The main concerns for tenants at the moment include:

- Gardening
- Use of car park by non-residents
- Dog Fouling
- Safety of scheme
- Hand Rails